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U.S. BANKRUPTCY COURT
DISTRICT OF DELAWARE

Honorable Judge John Dorsey
United States Bankruptcy Court
District of Delaware
824 N Market St
5th Floor, Courtroom 5
Wilmington, DE 19801
302-533-3169

February 21st, 2024

Re: FTX TRADING LTD Chapter 11

22-11068-JTD

Dear Honorable Judge John Dorsey,

I am writing to you in the hopes of addressing and correcting a likely mistake in my customer claim form. I apologize for reaching out to you directly but my attempts at contacting the proper channels at FTX have been fruitless and I would like to bring maximum transparency and ensure the correct procedures are followed on all sides, including mine.

As a customer of FTX, I've held resources that would allow me to afford living in my own property, in my home country. I had intended to do this after finishing a temporary position working for the European Commission in Luxembourg, which is slated to finish in one year's time. If there is a chance some of the resources I held can be recovered, I would not want to jeopardize it because of my potential misunderstanding of a single word in the customer claim form.

The word in question is *asserted*, in the context of listing *asserted* and *loaned* assets (fiat and crypto). When filling in my customer claim form in September I didn't find a clear definition of the word in this context, nor could I add a comment or clarification about my understanding to these parts of the claim form because like many other FTX customers, I am not a native speaker. I thought this could be the total value so that is the value I listed in the claim form, at least for USD. I don't recall changing this value for the crypto assets, as frankly those I doubted at the time could ever even be recovered. This was also due to my uncertain grasp on the meaning of *asserted*- I was unsure of the absolutely correct meaning and hoped to have an opportunity at a later date to be able to have this clarified.

When recently I received an email from FTX urging customers to redo their claims due to errors, I had hoped this could be the opportunity to review it and resubmit. I found (from ChatGPT) that in this context the *asserted* assets would not be the total ones, but those that are not *loaned*. If this is the case, then I would need to update my customer claim form. Unfortunately, my attempts to edit my customer claim form could not be resubmitted, as I likely wasn't one of the predetermined customers who were allowed this. As I understand, their corrections are possible because there was a technical error.

In the past few weeks, I tried contacting through any means I could find the appropriate channels at FTX but have received no response thus far. Some of these contacts include ftxnoticing@ra.kroll.com, FTXInfo@ra.kroll.com, and ftx-creditor-support@cases.withpersona.com.

In any case, the amounts I see when I log in to my FTX accounts are the correct ones, and I would hereby like to confirm this and present these values below:

The screenshot shows the FTX Portfolio interface. On the left, a sidebar lists steps: STEP 1 (Initiate Account Owner Authentication), STEP 2 (Verify Identity of the Original FTX Account Owner), STEP 3 (KYC), STEP 4 (Review Account Balances), and STEP 5 (Submission of Electronic Proof of Claim). STEP 4 is currently selected. The main area is titled "Portfolio" and "Main Account". Below this is a "Download All Core Transactions" section with a note about transaction download options. The "Balances" tab is selected in the navigation bar. The "Balances" table displays the following data:

Coin	All Subaccounts Balance	Subaccount Balance
USD (USD)	58,656.51	58,656.51
Bitcoin (BTC)	3,44527564	3,44527564
FTT (FTT)	1,000.0524982	1,000.0524982
Ethereum (ETH)	74,03578172	74,03578172
Solana (SOL)	481,4208688	481,4208688
Ethereum (Proof of work) (ETHW)	70,02804251	70,02804251
Serum (SRM)	464,29304136	464,29304136
Raydium (RAY)	342,8618203	342,8618203
Locked Serum (SRM_LOCKED)	316,03971316	316,03971316

At the bottom of the table, it says "Rows per page: 15 1-9 / 9".

Figure 1. Total values

This screenshot shows the same FTX Portfolio interface as Figure 1, but the "Spot Margin Lends" tab is selected in the navigation bar. The main area is titled "Portfolio" and "Main Account". Below this is a "Download All Core Transactions" section with a note about transaction download options. The "Spot Margin Lends" table displays the following data:

Time	Currency	Size	Proceeds	Proceeds in USD
12/11/2022, 04:00:00	ETH	73,93765500 ETH	0.00084437 ETH	US\$1,076796
12/11/2022, 04:00:00	USD	58,345,56843600 USD	0.65755456 USD	US\$0.657555
12/11/2022, 04:00:00	BTC	3,43282014 BTC	0.00000343 BTC	US\$0.057895
12/11/2022, 03:00:00	ETH	73,93765500 ETH	0.00084437 ETH	US\$1,073654
12/11/2022, 03:00:00	USD	58,345,56843600 USD	0.59887615 USD	US\$0.598876
12/11/2022, 03:00:00	BTC	3,43282014 BTC	0.00000343 BTC	US\$0.057781
12/11/2022, 02:00:00	ETH	73,93765500 ETH	0.00084437 ETH	US\$1,075158
12/11/2022, 02:00:00	USD	58,345,56843600 USD	1.33202933 USD	US\$1,332029
12/11/2022,			0.00000343	

Figure 2. Loaned values, circled in red

Yours sincerely,



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Mlinarska cesta 18

L-5761

10000

Hassel, Weiler-la-Tour

Zagreb

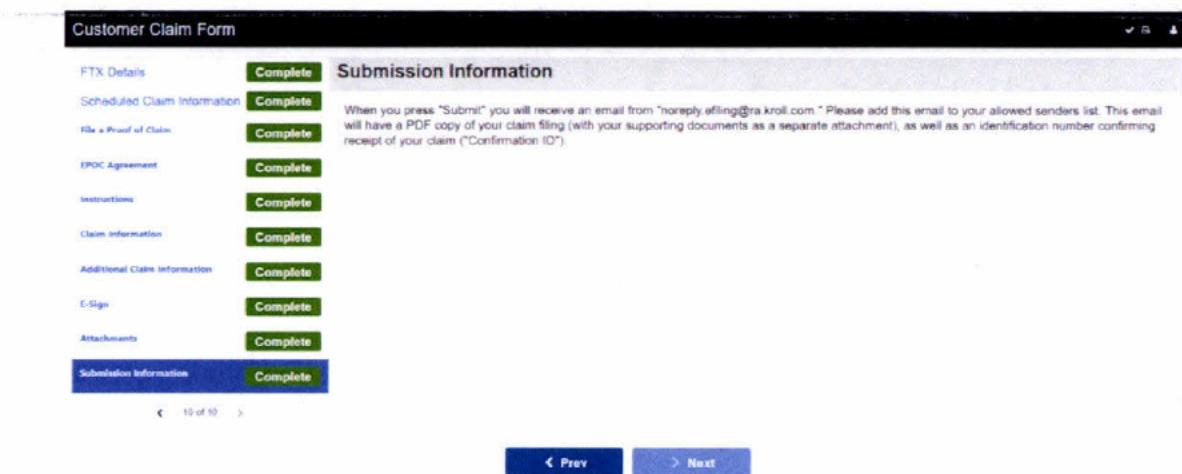
Luxembourg

Croatia

Customer claim form confirmation ID: [REDACTED]

Unique customer code: [REDACTED]

P.S. Here is the screenshot showcasing the stated inability to submit the updated customer claim form:



The screenshot shows a "Customer Claim Form" interface. On the left, there is a vertical list of sections: "FTX Details", "Scheduled Claim Information", "File a Proof of Claim", "EPOC Agreement", "Instructions", "Claim Information", "Additional Claim Information", "E-Sign", "Attachments", and "Submission Information". Each section has a green "Complete" button next to it. To the right of this list is a "Submission Information" section containing a detailed explanatory text about receiving an email confirmation. At the bottom of the page, there are navigation buttons for "Prev" and "Next", and a footer note indicating "10 of 10".

Figure 3. Submit button missing

P.P.S. I am in agreement with other Creditors who disagree with the approach to pricing the claims which had been proposed by FTX and which based the prices of assets on the those from November 2022.